

 <b>PIA Marketing Division</b>	
<b>Policy Directive</b>	
<b>PROCEDURE:</b> Customer Waiver Process	<b>Issue Date:</b> 10/07/02
<b>Revision Number:</b> 003	<b>Revision Date:</b> 06/08/05

Paragraph 2807(b) of the Penal Code mandates that all things produced by the Prison Industry Authority (PIA) shall be purchased by the State or any agency thereof. It further requires that State agencies shall make maximum utilization of such products and shall consult with PIA to develop new products to meet their needs.

State agencies may be granted waivers by the PIA to procure products from other sources when justified. The procedures for departments to follow when requesting a waiver have been revised as of June 1, 2004. The assigned PIA Sales Representative will review all waiver requests and discuss with the originator alternatives that will allow PIA to provide the products in question. If the product involved is not made by PIA or if PIA cannot make items for economical or technical reasons, a waiver may be granted for outside procurement. For all such requests the attached PIA Waiver Request Form must be completed and submitted to PIA. No outside procurement may take place without an approved PIA Waiver Request. All approved requests must be maintained in the requesting department's procurement transaction file as proof of approval.

#### **Waiver Request Instructions**

- A. Contact the PIA Sales Branch at (916) 358-2733 to request a Waiver Request Form or visit the PIA website at [www.pia.ca.gov](http://www.pia.ca.gov)
- B. Complete the PIA Waiver Request Form in its entirety and mail to the PIA Sales Branch at 560 East Natoma Street, Folsom, CA 95630-9940. Expedited requests may be faxed to (916) 358-2660.
- C. All waiver requests will be faxed back to the requestor. This constitutes written confirmation of approval or denial and the document must be maintained in the requesting department's procurement transaction file as proof of waiver determination.
- D. If the procurement will be conducted by the Department of General Services (DGS), a copy of the waiver approval must be attached to the transmittal of the Purchase Estimate, Std. 66 to DGS.
- E. Customers will be contacted by the PIA Sales Representative when waiver requests are denied. A denied waiver letter will be sent to the requestor with original signatures.
- F. For existing PIA orders, it is the department's responsibility to inform PIA Customer Services to cancel any existing orders for item(s) no longer required as a result of PIA waiver approval. Customer Services can be contacted at (916) 358-2727.